

TIGER SMS RETURN POLICY

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Current version: https://tiger-sms.com/payment_policy



Refunds for purchased phone numbers are not issued after the SMS is received and activation is completed. However, if you did not receive an SMS message within the specified time, the money for the phone will be automatically refunded after the activation is canceled. If you encounter any issues with receiving or using our services, we recommend contacting our support team for assistance.

We honor refund requests for the following reasons:

1. Non-receiving SMS: If you do not receive an SMS with a confirmation code due to server issues, please contact us for assistance. Claims for non-receiving must be submitted within 7 days from the date of number purchase, otherwise, the product will be considered activated.
2. Invalid virtual number issues: If you encounter problems using a number after receiving an SMS, you must provide evidence of an invalid number (such as screenshots with 2FA) to be eligible for a refund. Claims for such issues must be submitted within 7 days from the date of purchase.
3. Major defects: If unexpected errors occur, you should contact us for assistance. We reserve the right to rectify any errors or defects within 5 days. If we fail to correct the deficiency within this period, a full refund will be issued to the customer without any compensations or reimbursements. Alternatively, a replacement product of the same or similar value may be offered at the customer's choice.

Please note that our technicians may request temporary access to your web host/server to identify and fix issues with our products. Failure to provide timely access may result in a delayed resolution of the issue. Refusal to provide access will disqualify you from receiving a refund.

Refunds for software bugs are not provided. We do not accept refund/return/exchange requests based on incompatibility with third-party software. We do not guarantee full compatibility with third-party programs and do not provide support for them.

Requests for a refund must be submitted to our support team within 7 days after placing the order. Please provide detailed and valid reasons for your refund request, ensuring that it complies with our Terms and Conditions.